

**From:** John Nez  
**To:** Microsoft ATR  
**Date:** 1/2/02 2:17pm  
**Subject:** Microsoft Case / Investigate the Macintosh consumer injustice

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re: Microsoft Case / Investigate Macintosh consumer injustice

Dear Sirs,

Concerning the ongoing Microsoft case... Ild like to add an insight of my own which I have yet to find voiced anywhere else in this long painful case.

I am dependent on using a Macintosh computer system with a Macintosh OS for my work. I am more or less forced to use this platform by the fact that the majority of the graphic arts publishing profession uses the Macintosh platform, of which I am a member.

Without getting too technical, I must point out to you that the Macintosh OS one has no included utilities to run disk defragging, disk cleaning, disk maintenance and disk reconfiguration.

Please note that without these extra disk utilities, my Macintosh OS and computer would soon become INOPERABLE! I, as a consumer, am forced to spend another \$90 to purchase the Norton Disk Utility... just to keep the Macintosh OS working. Otherwise it would be permanently inoperable!

The Microsoft Windows operating systems all come with these crucial utilities included at NO EXTRA COST! In reality, the Macintosh OS in fact costs the consumer almost twice what the Microsoft OS costs! Also, the Macintosh computer itself is more than twice the cost of equivalent windows based hardware.

So you tell me which company is harming the consumer! Why not launch an investigation into the true harm which I am forced to pay by using a Macintosh system!

Microsoft should be thanked for inventing America's computer revolution which has changed the world and given our economy a new vision for the next century.

I suppose that the government feels compelled to reward companies that fail, like Chrysler with billions in bailouts... but punishes hard work,

innovation and success in the case of Microsoft! Get real!

Best,

John Nez